

BLUEGRASS FAMILY HEALTH, INC.

Initially licensed on 12/31/06

TOLL FREE NUMBER:

1-800-787-2680

CORPORATE ADDRESS:

651 Perimeter Drive, Suite 300 - Lexington KY 40356 - (859) 269-4475

WEBSITE ADDRESS:

<http://www.bgfh.com/>

AUTHORIZED SERVICE AREA BY COUNTY

West Tennessee Area: none

Middle Tennessee Area: Cannon, Cheatham, Davidson, Dickson, Macon, Robertson
Rutherford, Smith, Sumner, Williamson and Wilson
White, Williamson, and Wilson

East Tennessee Area: Anderson, Blount, Grainger, Jefferson, Knox, Loudon,
Roane, Sevier, and Union

	Number Requested	Resolved in favor of member	Resolved in favor of HMO
IRO APPEALS			

HMO Greivance Statistics

NUMBER OF GRIEVANCES/INQUIRIES FOR 2006

of the grievances reported 0% were resolved successfully
of the grievances reported 0% were resolved adversely

	Number of Inquiries to the HMO	Number of written grievances	Number of resolved grievances	Number of adverse decisions	Number of successful resolutions	Average Annual
CATEGORY						
1) availability/delivery of service						
2) claim payment/amount of payment						
3) contract terms and conditions						
4) other						

TOTAL

1 YEAR MEMBER ENROLLMENT STATISTICS

Year	Individual Members	Medicare members	Group members	Number groups	TOTAL members
ending 12/31/2007					